

#W-01303A-07-0209

ORIGINAL

OPEN MEETING AGENDA ITEM



0000084809

ARIZONA CORPORATION COMMISS...

4700

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68397

Date: 5/6/2008

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Mary

Austin

Account Name:

Mary Austin

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

5/6/2008 - CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. W-01303A-07-0209

April 28, 2008

Ernest G. Johnson, Director  
Arizona Corporation Commission  
1200 W. Washington Street,  
Phoenix, AZ 85007

Re: Arizona American Water Company  
30% Rate Increase

Dear Mr. Johnson:

I'll be brief.

There is no excuse under the sun for a 30% increase in the price of water, a substance without which we cannot live. We seniors out here in Sun City (Arizona Water Company's market area) are, many of us, living on a pitifully poor Social Security income (to which we contributed all our working lives) and simply are painfully limited as to where we can most appropriately place our pennies.

If you must approve this (and other) additional money from the flyers, please consider giving us seniors perhaps a freeze in rates or a more comfortable increase. Let the younger ones who are still working (as I did all my life until recently) pay the increase.

I know nobody listens to us out here any longer as they used to, but when it comes to our making the choice as

Arizona Corporation Commission

DOCKETED

MAY -7 2008

DOCKETED BY

ne

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL

2008 MAY -7 P 3:01

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

  
CLOSED  
\*End of Comments\*

Date Completed: 5/7/2008

Opinion No. 2008 - 68397

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

to whether we have food or water, somebody needs to take a cold, hard look into the eyes of greed and find another solution - one that doesn't sell most of our Colorado River water rights to others, or one that takes these independent water companies to task and puts some reins on their wild west business practices.

On behalf of seniors everywhere who live on limited incomes and cannot work (1 am legally blind and ill with lupus), a break with the speeding inflation our country now "enjoys" would be not only helpful - it would be the right thing to do!

Thank you for your time and attention.

Very truly yours,

Mary Austin  


End of Complaint\*

**Utilities' Response:**

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

5/7/2008 - Email to Customer:


May 07, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mary Austin,

Your letter dated April 28, 2008, in regard to the Arizona American Water Company ("AAWC") rate application has been received and will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 or directly at 



Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division